STATE TRAVEL OFFICE COMMENTS/COMPLAINTS/SUGGESTIONS



All information gathered will be reviewed to determine where changes can be implemented to improve services. Please check the response that most closely corresponds to your opinion on the scale adjacent to each item.

Strongly Disagree Disagree Neutral Agree Strongly Agree 1. Overall Rate for Level of Service		1	2	3	4		5		
1. Calls Returned Promptly 1. Calls Returned Promptly 3. Communicates Information Adequately 4. Friendly and Pleasant Tone 5. Request Processed Timely 6. Meets Your Agency's Needs 7. Fully Explains Reasons for Responses 6. Informative Web-Site 7. Notification of Travel Changes are Adequately Provided 7. Notification of Travel Changes are Adequately Provided 8. Contract Airfares are Valuable for Your Department 9. Interested in Having a Travel Training Class at Your Department? 1. Calls Returned Promptly 1. 1		Strongly Disagree	Disagree N	leutral	Agree	5	Strongly	Agree	
1. Calls Returned Promptly									
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4. Friendly and Pleasant Tone 1	1.	Calls Returned Promptly		□ 1	$\square 2$	□3	□ 4	<u>5</u>	
5. Request Processed Timely	3.	Communicates Information A	dequately	\Box_1	\square_2	\square_3	\Box 4	□ <u>5</u>	
5. Request Processed Timely 6. Meets Your Agency's Needs 7. Informative Web-Site 7. Notification of Travel Changes are Adequately Provided 7. Notification of Travel Changes are Adequately Provided 8. Contract Airfares are Valuable for Your Department 9. Interested in Having a Travel Training Class at Your Department? 8. COMMENTS/COMPLAINTS/SUGGESTIONS: *Your Email Address: (*Required if you are Submitting form) *REFERRED BUT OPTIONAL: *Jame: [*Required if you are Submitting form]	4.	Friendly and Pleasant Tone		\Box_1	\Box_2	\square_3	\Box_4	\Box_5	
3. Fully Explains Reasons for Responses	5.	Request Processed Timely		\Box_1	\square_2	\square_3	\Box_4	$\Box_{\underline{5}}$	
4. Approvals Processed Timely	6.	Meets Your Agency's Needs		<u> </u>	$\square 2$	□ 3	4	□ 5	
5. Informative Web-Site	3.	Fully Explains Reasons for Re	esponses	□ 1	$\square 2$	□3	□ 4	□ 5	
6. Informative Travel Policy Manual	4.	Approvals Processed Timely		\Box_1	\square_2	\square_3	\Box 4	□ <u>5</u>	
7. Notification of Travel Changes are Adequately Provided	5.	Informative Web-Site		\Box_1	\square_2	\square_3	\Box_4	\Box_5	
8. Contract Airfares are Valuable for Your Department	6.	Informative Travel Policy Man	nual	1	2	3	4	5	
9. Interested in Having a Travel Training Class at Your Department?	7.	Notification of Travel Change	s are Adequately Prov	vided 1	\Box 2	_ 3	_ 4	_ 5	
*Your Email Address:	8.	Contract Airfares are Valuable	e for Your Departmen	t 1	$\square 2$	□3	□ 4	<u>□ 5</u>	
*Your Email Address: (*Required if you are Submitting form) PREFERRED BUT OPTIONAL: Jame:	9.	Interested in Having a Travel	Training Class at You	r Department	?	\Box Ye	$_{\rm s} \square_{\rm No}$		
(*Required if you are Submitting form) PREFERRED BUT OPTIONAL: Jame:	COMMEN	NTS/COMPLAINTS/SUGGES	STIONS:						
Jame:	*Your Em			orm)					
	REFERE	RED BUT OPTIONAL:							
	Name:								
	Agency Name: F			Phone N	lumber:				

Please FAX completed form to 225-342-8688 or Click Submit button below